



**DoD ITEP Detail Opportunity:** Seeking DoD IT Professional (Networking)

**Location:** ViWO Headquarters, Los Angeles, CA

**Clearance Requirement:** None

**Length:** 1-year detail

**Date of Announcement:** 7/22/2011

**Goals and Objectives of the ITEP Participant:**

- Gain a fundamental understanding of cloud computing as it pertains to small business, non-profits and government agencies
- Experience working with an established Google Apps Authorized Reseller
- Obtain Google Apps Certified Deployment Specialist designation by end of term
- Acquire hands on working experience of current and pre-released Google systems and products, as well as their integration and methods of support delivery.

**Responsibilities:**

- Assist in managing and obtaining satisfactory resolution of customers' technical support, service and infrastructure issues based on Google Apps product and technology.
- Proactively and reactively interface with customers in the management of technical issues as well as collaborating in planning, implementation, skills and knowledge transfer and day-to-day operation of new/upgraded Google technologies.
- Provide information and recommend best practices for the management of Google technologies.
- Proactively monitor technical issues pertaining to Google technologies and make recommendations to reduce the risk/impact of similar future problems.
- Acquire and expand working knowledge of current and pre-released Google systems and products, as well as their integration and methods of support delivery.
- Maintain current on industry issues and competitive products.
- Lead in sharing of best practices with team members to contribute to enhance the quality and efficiency of customer support.

**Qualifications:**

- Bachelor's Degree or 4 years of technical support experience
- Must have strong communication and problem solving skills
- Willingness to work in a start-up environment